



COPING WITH CONSTRUCTION FREQUENTLY ASKED QUESTIONS

What are some ways to cope through a construction project that affects my business?

Keeping in touch with project leadership, collaborating with neighbor businesses and aggressively communicating with your customers will help your business survive – and even thrive – through construction. Much more information, including specific tips and ideas for communicating with your customers, is available in the City of Lincoln Department of Public Works and Utilities' "Coping With Construction" booklet and website available at www.ci.lincoln.ne.us/city/pworks.

What is the most effective way to communicate my concerns during a construction project?

Your best avenue for communicating your concerns is to speak with the project leadership – usually the Project Manager or Project Inspector. They are responsible for overall project management, are keenly familiar with daily construction activities, and can respond to your questions and concerns. Project leadership and business operators who establish two-way communication are more aware of each other's concerns and constraints, and each can make decisions that are better informed.

It helps to be aware of some of the basic constraints project leaders are under when they plan and carry out a construction project. Safety to construction workers and the public is the overriding factor in making decisions on construction activities. Budget, schedule and impacts to motorists, pedestrians and all affected businesses are other factors that project leaders must weigh when they try to address individual concerns.

What can I expect during construction?

Our "Coping With Construction" booklet and website explain in detail what you can expect during a construction project adjacent to your business. In summary, you could experience the following **temporary** inconveniences during construction:

- ☐ Dust, dirt and mud.
- ☐ Changes in access to your business.
- ☐ Heavy equipment and noise.
- ☐ Utility service interruptions.

These temporary inconveniences literally pave the way for a better system of roads and utilities to serve Lincoln's citizens.

Will I be compensated for property impacts?

The City follows federal, state and local laws in compensating property owners and tenants for property impacts and relocation costs. Common examples of property impacts include the need for additional land (right-of-way) to make a street wider, or the need for temporary access on private property during construction (easement). The Urban Development Department's Housing Rehabilitation and Real Estate Division has more information at www.lincoln.ne.gov/citythe/urban or by calling 441-7864.

Will my business be compensated for lost revenues that occur during a City construction project?

The City cannot compensate businesses for lost business revenues that occur during its construction projects. The Department of Public Works and Utilities' foremost responsibility in using taxpayer dollars is to maintain and enhance the City's infrastructure. It is this infrastructure of streets and utilities that enables businesses to operate and citizens to carry out their daily activities.

In carrying out our responsibilities on construction projects, revenue downturns can be one of the unfortunate repercussions to adjacent businesses. The inconveniences and hardships are temporary, yet necessary to achieve the long-term benefits of having road and utility systems that operate safely, effectively and efficiently for our citizens – including you and your customers, suppliers and employees.

If you operate a business in Lincoln, it is probably only a matter of time before a City construction project will affect you in some way. Having a “rainy-day” plan in place can help you cope – and even thrive – through construction. We hope our “Coping With Construction” booklet and website are useful resources.

When can I get involved in a project?

The best time to get involved is during the design stage of a project. Design can last a few months or a few years, depending on the project. Most major improvement projects are planned several years in advance and have lengthy design processes that include many opportunities for public participation. Rehabilitation projects often have a shorter timeframe to meet more immediate needs. In both cases, as design reaches completion, the City contacts affected business operators and holds informational meetings on pending construction.

You can stay abreast of planned improvements – long-term and short-term – by familiarizing yourself with the Capital Improvement Program, One- and Six-Year Streets and Highways Program, Comprehensive Plan, and Long-Range Transportation Plan. Each of these documents is updated periodically and available on the City website.

How can I contact the Department of Public Works and Utilities?

You can visit the Department of Public Works and Utilities' website at www.ci.lincoln.ne.us/city/pworks, e-mail us at pubworks@ci.lincoln.ne.us or call us at 441-7711.